

## BellSouth Florida OSS Testing Evaluation

Date: April 12, 2001

#### **EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

## **Exception:**

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

## Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

#### Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF Record	Call Date	Call Time	Mileage
3056855015	5613552230	12/124/2000	11:00:05	58
3056855015	5616553976	12/1 <u>42</u> /2000	10:41:38	58
561 <u>36</u> 550272	3056858869	$12/1\overline{48}/2000$	13:40:49	58
561 <del>3</del> 6553613	3056854238	12/12/2000	16:20:56	58
8504390653	8506823201	12/13/2000	11:51:36	45
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	41

### Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.

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BellSouth Florida OSS Testing Evaluation

Date: May 1, 2001

### **EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

## **Exception:**

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

## Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

#### Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF Record	Call Date	Call Time	Mileage
3056855015	5613552230	12/12/2000	11:00:05	58
3056855015	5616553976	12/14/2000	10:41:38	58
5616550272	3056858869	12/14/2000	13:40:49	58
5616553613	3056854238	12/12/2000	16:20:56	58
8504390653	8506823201	12/13/2000	11:51:36	45
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	41

### Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.



Florida OSS Test Amended Exception 47

May 3, 2001

### **EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

## **Exception:**

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

### Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

## Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF Record	Call Date	Call Time	Mileage
3056855015	5613552230	12/12/2000	11:00:05	58
3056855015	5616553976	12/14/2000	10:41:38	58
5616550272	3056858869	12/14/2000	13:40:49	58
5616553613	3056854238	12/12/2000	16:20:56	58 45
8504390653	8506823201	12/13/2000	11:51:36	43 41
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	

### Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.

## **BellSouth Response**

BellSouth identified two scenarios that precluded billing of mileage-sensitive rate elements for the seven call examples listed above. The two scenarios are as follows:

- 1. Intralata toll calls LPIC'd to BellSouth were originally considered un-billable. A mechanical billing method for applying UNE usage to BellSouth carried Intralata toll messages will be in place by June 5, 2001. DUF records are sent to the CLEC for their billing purposes, however.
- 2. All applicable UNE usage rate elements for the four operator calls listed were billed except for mileage sensitive transport. Mileage sensitive transport will be billed by June 5, 2001. However, DUF records are sent to the CLEC for their billing purposes.

Call From TN	To Number in DUF Record	Call Date	Call Time	Mileage	Scenario from above
3056855015	5613552230	12/12/2000	11:00:05	58	1
3056855015	5616553976	12/14/2000	10:41:38	58	1
5616550272	3056858869	12/14/2000	13:40:49	58	2
5616553613	3056854238	12/12/2000	16:20:56	58	1
8504390653	8506823201	12/13/2000	11:51:36	45	2
9547635470	5616550272	12/13/2000	13:33:13	41	2
9547674541	5615140599	12/14/2000	13:03:40	41	2

## FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO EXCEPTION 47



Florida OSS Test Amended Exception 47

May 10, 2001

#### **EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

## **Exception:**

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.

### Background:

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

### Issue:

During the execution of the Functional Usage Evaluation (TVV11), KPMG Consulting completed calls to locations where the terminating central office was greater than 35 miles from the originating central office. KPMG Consulting received DUF records for these calls; however, the associated usage for these calls was not reflected on the KPMG CLEC bills.

Sample details of the occurrences noted are shown in the table below.

Call From TN	ToNumber in DUF	Call Date	Call Time	Mileage
	Record			
3056855015	5613552230	12/12/2000	11:00:05	58
3056855015	5616553976	12/14/2000	10:41:38	58
5616550272	3056858869	12/14/2000	13:40:49	58
5616553613	3056854238	12/12/2000	16:20:56	58 45
8504390653	8506823201	12/13/2000	11:51:36	43 41
9547635470	5616550272	12/13/2000	13:33:13	41
9547674541	5615140599	12/14/2000	13:03:40	

## Impact:

Failure to account for all usage could impact a CLEC's ability to reconcile its bills.

## FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO EXCEPTION 47

## Amended BellSouth Response

BellSouth identified two scenarios that precluded billing of mileage-sensitive rate elements for the seven call examples listed above. The two scenarios are as follows:

- 1. Intralata toll calls LPIC'd to BellSouth were originally considered un-billable. A mechanical billing method for applying UNE usage to BellSouth carried Intralata toll messages will be implemented May 25, 2001. DUF records are sent to the CLEC for their billing purposes, however.
- All applicable UNE usage rate elements for the four operator calls listed were billed except for mileage sensitive transport. Mileage sensitive transport will be billed by May 26, 2001. However, DUF records are sent to the CLEC for their billing purposes.

Call From TN	To Number in DUF Record	Call Date	Call Time	Mileage	Scenario from above
3056855015	5613552230	12/12/2000	11:00:05	58	1
3056855015	5616553976	12/14/2000	10:41:38	58	1
5616550272	3056858869	12/14/2000	13:40:49	58	2
5616553613	3056854238	12/12/2000	16:20:56	58	1
8504390653	8506823201	12/13/2000	11:51:36	45	2
9547635470	5616550272	12/13/2000	13:33:13	41	2
9547674541	5615140599	12/14/2000	13:03:40	41	2



## **DISPOSITION REPORT FOR EXCEPTION 47**

BellSouth Florida OSS Testing Evaluation

Date: August 10, 2001

### **EXCEPTION DISPOSITION REPORT**

## **Exception:**

KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices. (TVV11)

## **Summary of Exception:**

BellSouth bills display Unbundled Transport Shared Transport usage for each terminating office CLLI code. The usage is further broken down by mileage bands, as determined by the vertical and horizontal coordinates of the originating and terminating central offices.

## Summary of BellSouth's Response:

BellSouth identified two scenarios that precluded billing of mileage-sensitive rate elements for the seven call examples listed above. The two scenarios are as follows:

- 1. Intralata toll calls LPIC'd to BellSouth were originally considered un-billable. A mechanical billing method for applying Unbundled Network Element (UNE) usage to BellSouth carried Intralata toll messages will be implemented May 25, 2001. DUF records are sent to the CLEC for their billing purposes, however.
- 2. All applicable UNE usage rate elements for the four operator calls listed were billed except for mileage sensitive transport. Mileage sensitive transport will be billed by May 26, 2001. However, DUF records are sent to the CLEC for their billing purposes.

## **Summary of KPMG Consulting's Retest Activities**

KPMG Consulting performed a DUF retest between the dates of May 29<sup>th</sup> and June 1<sup>st</sup>, 2001. Subsequently, KPMG Consulting calculated expected billing from the DUF records received from the DUF retest and compared these expected billings to the actual bills received.

### **KPMG Consulting's Retest Results:**

Following the comparison of the CABS bills related to the usage generated during the DUF retest, KPMG Consulting has observed that CABS bills for CLEC UNE-Network Switch Combination lines now reflect billings for calls made in excess of 35 miles. As a result, KPMG Consulting is satisfied that BellSouth's coding changes have adequately corrected this problem.

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## **DISPOSITION REPORT FOR EXCEPTION 47**

BellSouth Florida OSS Testing Evaluation

Based on re-testing activities, KPMG Consulting, with the concurrence of the Florida Public Service Commission, closes Exception 47.



## **BellSouth Testing Evaluation**

Date: April 25, 2001

## **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

## **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

### Issue:

According to Ordering measures O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% mechanized rejects to CLECs within 1 hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs		>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
86	3	5	9	21	10	5	6	145

Pon	Ver	СС	LSR Sent	SEM Received
010032FPEN100003	AB	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	AB	9993	3/16/01 1:16 PM	3/19/01 4:50 PM

<sup>&</sup>lt;sup>1 1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000 KPMG Consulting, Inc. 05/02/01



## **BellSouth Testing Evaluation**

Pon	Ver	СС	LSR Sent	SEM Received
010032FPEN100001	AB	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	AA	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	AA	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	AA	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	AA	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	AA	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	AA	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	AA	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.



BellSouth Florida OSS Testing Evaluation

Date: May 1, 2001

### **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

## **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

#### Issue:

According to Ordering measures O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% mechanized rejects to CLECs within 1 hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

<b>←</b> [ hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	and <24		>=48 and <72 hrs	>=72 hrs	Total
86	3	5	9	21	10	5	6	145

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM

 <sup>&</sup>lt;sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000 KPMG Consulting, Inc. 05/02/01
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## BellSouth Florida OSS Testing Evaluation

	York Salak		States Aria (A. B.	
PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.



Florida OSS Test Exception #51

Date: May 9, 2001

### **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

## **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

#### Issue:

According to Ordering measures O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% mechanized rejects to CLECs within 1 hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	>1 and	>=2 and	>=4 and	>=12	>=24	>=48	>=72	Total
<=1 hrs	<=2 hrs		<12 hrs	hrs	hrs	hrs	hrs	Iotai
86	3	5	9	21	10	5	6	145

			T	7
Pon	Ver	СС	LSR Sent	SEM Received
010032FPEN100003	AB	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	AB	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	AB	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	AA	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	AA	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	AA	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	AA	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	AA	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	AA	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	AA	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

<sup>&</sup>lt;sup>1 1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

## BellSouth's Response:

The results of BellSouth's investigation of each PON have been included in the following table. In each case where the PON fell out for manual handling, the cause was due to incorrect or insufficient data provided in the KPMG test case.

The 855/865 documents for this list of PONs included "Clarification" responses, not "Reject" responses. The last PON did receive a "Reject" response. The "Reject" was in response to a duplicate LSR sent by KPMG on 3/15/01.

ltem#	PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
	0400225051400002	04	0000	0/46/04 4.46 504	2/40/04 5:55 DM	This was a partially mechanized clarification and should not be included in this exception. PON fell out for manual handling due to inappropriate text entered in the
11	010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM	FEATURE DETAIL field. This was a partially mechanized clarification
2	010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM	and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
						This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the
3	010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM	
4	005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to missing LNECLS SVC field.
5	020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM	This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to missing LNECLS SVC field.
6	010161FPEN100001					This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the
						This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to
7	020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM	
8	010161FPEN100002	00	9993	3/23/01 12:50 <b>PM</b>		This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.

Item #	PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
9	010111FPEN100001	00	9993	3/23/01 4:16 PM		This was a partially mechanized clarification and should not be included in this exception. PON fell for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
						BellSouth EDI received two instances of the CC/PON/VER. 3/13/01 16:49 3/15/01 8:42
			Total Production Services			Reject timestamp cited by KPMG is based on a duplicate instance of the CC/PON/VER. The 3/15/01 9:53 a.m. (EST) reject time is based on an LSR that was received and translated at BellSouth on 3/15/01 at 8:42 a.m. (CST).
10	072011FPEH100002	00	9990	3/13/01 5:48 PM		KPMG apparently associated the response listed in this table to another LSR with the same PON/VER/CC.

Below is a summary of BellSouth's findings for the 10 PONs listed in this exception.

- 9 Partially Mechanized Clarifications should not be included in measurements for flow through mechanized rejects.
- 1 Response received within fully mechanized standard interval but was associated to incorrect PON/VER/CC by KPMG.



## 2<sup>nd</sup> AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

Date: June 28, 2001

## **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

## **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

#### Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	JI hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	59%	2%	3%	6%	14%	7%	3%	4%	

PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM

<sup>&</sup>lt;sup>1 I</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000 KPMG Consulting, Inc. 06/28/01



## 2<sup>nd</sup> AMENDED EXCEPTION 51

BellSouth Florida OSS Testing Evaluation

PON	Ver	cc	LSR Sent	SEM Received
23C C 23C 23C 23C 25C 25C 25C 25C 25C 25C 25C 25C 25C 25			EGIT GOILL	OLM (COOLTCA
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
			0, 10, 0 1 2 1 1 1 1 1 1	0, 10,01 2.22 1.11
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
0404645D5N400000	00	0000	2/22/04 42-50 DM	2/20/04 44:22 ANA
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

### Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	Ins	>1 and <=2 hrs	, '=2 and <4 hrs	>=4 and <12 hrs	<24	>=24 and <48 hrs	>=48 and =<72 !hrs	>=72 hrs	Total
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%						

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	: : ::::::::::::::::::::::::::::::::::	LSR Sent	SEM Received
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM

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## 2<sup>nd</sup> AMENDED EXCEPTION 51

## BellSouth Florida OSS Testing Evaluation

		Medical Security		
PON	Ver	CC	LSR Sent	SEM Received
005081FPEJ100001	00_	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

## **@ BELLSOUTH**

Florida OSS Test 2<sup>nd</sup> Amended Exception #51

Date: July 11, 2001

### **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

### **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

#### Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	59%	2%	3%	6%	14%	7%	3%	4%	

	ri e Marijeri			
PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

<sup>&</sup>lt;sup>1 1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

## Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%						

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problema JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
002211FPEJ100007	00	9990			Response document was delayed due to EDI system slowdown during internal volume testing of Production environment. When slowdown was detected, testing was halted.
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problema JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem—a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.
006031FPEJ000007	00	9990		03/23/01 05:31 PM	Response document delayed due to a downstream system problem—a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was
007061FPEJ101001	00	9990			Response document delayed due to a space allocation problem in a Process Library where the process that makes the EDI dataset available for the downstream systems resides. Condition corrected and data began to flow correctly.
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM	Response document delayed due to a downstream system problem—a JCL error was causing production data to be sent to a test dataset. Condition corrected and data was correctly routed.

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PON -	Ver	CC	LSR Sent	SEM Received	Findings
					Response document delayed due to a
					downstream system test job inadvertently picking
1					up production data. The system test job was
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM	corrected and the production data rerouted.
					EDI received/translated LSR at 5:49 pm
					EDI received/translated clarification at 6:49 pm
					The time the document was received in EDI at
					5:49 and returned to trading partner at 6:49
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM	meets the 1-hour turnaround time.
					Response document delayed due to a
					downstream system problema JCL error was
					causing production data to be sent to a test
					dataset. Condition corrected and data was
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM	· ·
					Response document delayed due to a
					downstream system problem-a JCL error was
					causing production data to be sent to a test
			00,000,000,000,000		dataset. Condition corrected and data was
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM	
					Response document was delayed due to EDI
					system slowdown during internal volume testing
070000000000004	00	0000	05/40/04 00:00 514	05/40/04 04:04 DN	of Production environment. When slowdown was
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM	detected, testing was halted.
					Response document delayed due to a
į .					downstream system problema JCL error was
					causing production data to be sent to a test
000011EDEH00000	00	0000	02/22/04 02:22 514	00/00/04 05:04 514	dataset. Condition corrected and data was
090011FPEH000003	00	9993	U3/23/U1 U3:32 PM	03/23/01 05:31 PM	correctly routed.

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

## **BellSouth Response:**

BellSouth had a downstream system problem which caused production data to be sent to a test dataset. That condition was corrected within two hours on March 23, 2001, and all responses were returned to CLECs. KPMG can consider this a system fix, and may begin the retest with any transactions sent and received after March 23, 2001. Please see BellSouth's findings as detailed in the table above.



BellSouth Florida OSS Testing Evaluation

Date: July 27, 2001

## **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

## **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

#### Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	<=1 hrs			>=4 & <12 hrs		>=24 & . <48 hrs	>=48 &. <72 hrs		Total
Number	86	3	5	9	21	10	5	6	145
Percent	60%	2%	3%	6%	15%	7%	3%	4%	

PON	Ver	-CC:	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM

<sup>&</sup>lt;sup>1 1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000 KPMG Consulting, Inc. 07/27/01 Page 1 of 5



BellSouth Florida OSS Testing Evaluation

				Service Commission of the Comm
PON	Ver	CC	LSR Sent	SEM Received
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

BellSouth response indicated that the LSRs associated with these orders were populated in such a way as to fall out for manual handling in the LCSC and therefore should be considered as non-mechanized orders for the purposes of the timeliness review.

KPMG Consulting agreed with BellSouth's response.

### Amended Issue:

KPMG Consulting converted Vers on table above from alpha to numeric version.

## 2<sup>nd</sup> Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

					>=12 &: <24 hrs				Total
Number	194	4	8	1	0	0	0	0_	207
Percent	94%	2%	4%	0%	0%	0%	0%	0%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

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BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	SEM Received
			Londoni	STREET DAY IN COCK CASE
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
00003111 <b>23</b> 000007		7770	03/23/01 03:13 1141	03/23/01 03:31 1141
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072002111211100001		7773	03/23/01 03.03 FW	03/23/01 03.31 1101
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM

BellSouth response to the PONs indicated that delays were due to a downstream system problem, internal volume testing and a test job picking up production orders. BellSouth implemented a system fix on March 23, 2001 and requested that KPMG Consulting begin a re-test after that date.

KPMG Consulting has reviewed response times after the March 23<sup>rd</sup> date and have listed our results below.

## 3<sup>rd</sup> Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as from March 24, 2001 through July 16, 2001 for mechanized rejects received via the EDI interface.

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## BellSouth Florida OSS Testing Evaluation

	<=1.	>1 &<=	>=2 &	>=4:&:	>=12.&	>=24 &	>=48 &	   >=72	
	hrs	2 hrs	<4 hrs	<12 hrs	<24 hrs	<48 hrs	<72 hrs	hrs	Total
Number	186	3	_3	2	2	0	1	1	198
Percent	94								
	%	1.5%	1.5%	1%	1%	0%	.5%	.5%	

Following is a list of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
068021FPEI004003	00	7125	3,	07/12/01 10:31 AM
071051FPEI002007	00	7125	07/02/01 10:15 AM	
071051FPEI002004	00	7125		07/02/01 02:59 PM
071061FPEI001008	00	7125		06/28/01 05:12 PM
071051FPEI000003	05	7125	06/27/01 04:29 PM	
071051FPEI000003	03	7125		06/26/01 02:12 PM
071051FPEI000003	00	7125		06/04/01 09:59 AM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
076022FPEH101001	00	9993		05/16/01 04:34 PM
011121FPEN101003	00	9993		04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM

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BellSouth Florida OSS Testing Evaluation

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.



Florida OSS Test 3rd Amended Exception #51

Date: August 10, 2001

#### **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

## **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

### Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	<=1 hrs	>1 & <=2 hrs	SECRETARY TO SERVICE AND A SECRETARY	>=4 & <12 hrs	1987 (1981) 12 960 (1982) 15 (1982) 17 (1982)	\$46000 CONTROL \$35500 CONTROL \$1500 CONTROL	>=48 & <72 hrs	22-12067-01	Total
Number	86	3	5	9	21	10	5	6	145
Percent	60%	2%	3%	6%	15%	7%	3%	4%	

144 A				
PON	Ver	CC :	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

<sup>&</sup>lt;sup>1 1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

BellSouth response indicated that the LSRs associated with these orders were populated in such a way as to fall out for manual handling in the LCSC and therefore should be considered as non-mechanized orders for the purposes of the timeliness review. KPMG Consulting agreed with BellSouth's response.

### Amended Issue:

KPMG Consulting converted Vers on table above from alpha to numeric version.

## 2<sup>nd</sup> Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 &<= 2 hrs	CONTRACTOR CONTRACTOR STATES	**************************************	Material Residence	>=24 & <48 hrs	F-500 / COM COSS \$50000 (Review)	CONTRACTOR OF THE PARTY OF	Total
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%	0%	0%	0%	0%	0%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993_	03/23/01 03:32 PM	03/23/01 05:31 PM

BellSouth response to the PONs indicated that delays were due to a downstream system problem, internal volume testing and a test job picking up production orders. BellSouth implemented a system fix on March 23, 2001 and requested that KPMG Consulting begin a re-test after that date.

KPMG Consulting has reviewed response times after the March 23<sup>rd</sup> date and have listed our results below.

## 3rd Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as from March 24, 2001 through July 16, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 & <= 2 hrs		>=4 & <12 hrs			>=48 & <72 hrs	>=72 hrs	Total
Number	186	3	3	2	2	0	1	1	198
Percent	94%	1.5%	1.5%	1%	1%	0%	.5%	.5%	

				SEM	
PON	Ver	CC	LSR Sent	Received	BellSouth Findings
					LNP PON had auto clarification and other address
					validation errors that caused it to fall to LCSC for
			07/11/01	07/12/01	manual handling. This was a partial mechanized order
068021FPEI004003	00	7125	03:25 PM	10:31 AM	and should not be included in this exception.
					LNP PON had auto clarification and other address
					validation errors that caused it to fall to LCSC for
			07/02/01	07/02/01	manual handling. This was a partial mechanized order
071051FPEI002007	00	7125	10:15 AM	12:59 PM	and should not be included in this exception.
					LNP PON had auto clarification and other address
			06/00/01	07/00/01	validation errors that caused it to fall to LCSC for
			06/29/01	07/02/01	manual handling. This was a partial mechanized order
071051FPEI002004	00	7125	11:51 AM	02:59 PM	and should not be included in this exception.
					LNP PON had auto clarification and other address
			06/00/01	06/00/01	validation errors that caused it to fall to LCSC for
			06/28/01	06/28/01	manual handling. This was a partial mechanized order
071061FPEI001008	00	7125	12:50 PM	05:12 PM	and should not be included in this exception.
				'	LNP PON had auto clarification and other address
			06/27/01	06/28/01	validation errors that caused it to fall to LCSC for
071051777700000		5105			manual handling. This was a partial mechanized order
071051FPEI000003	05	7125	04:29 PM	01:29 PM	and should not be included in this exception.
					LNP PON had auto clarification and other address
			06/26/01	06/26/01	validation errors that caused it to fall to LCSC for
071061EDE100000	00	5105			manual handling. This was a partial mechanized order
071051FPEI000003	03	7125	10:13 AM	02:12 PM	and should not be included in this exception.
					LNP PON had auto clarification and other address
			06/01/01	06/04/01	validation errors that caused it to fall to LCSC for
071051EDET00000	00	7106			manual handling. This was a partial mechanized order
071051FPEI000003	00	7125	12:24 PM	09:59 AM	and should not be included in this exception.
					As reported in Second Amended Exception 51,
1					response document was delayed due to EDI system
			05/16/01	05/16/01	slowdown during internal volume testing of Production
002211FPEJ100007	00	9990	04:30 PM	05:37 PM	environment. When slowdown was detected, testing was halted.
00221111E3100007		<del>777</del> 0	04.30 FW	03.37 FWI	As reported in Second Amended Exception 51,
					response document was delayed due to EDI system
					slowdown during internal volume testing of Production
			05/16/01	05/16/01	environment. When slowdown was detected, testing
076022FPEH101001	00	9993	03:30 PM	04:34 PM	was halted.
			04/10/01	04/10/01	As reported in Second Amended Exception 51,
011121FPEN101003	00	9993	12:49 PM	04/10/01 06:38 PM	response document delayed due to a downstream
OTITALLE MIGIOUS	00	7773	12:49 PM	00:38 PM	roopondo accument delayed due to a demistream

PON 1	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
					system test job inadvertently picking up production data. The system test job was corrected and the production data rerouted.
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM	As reported in Second Amended Exception 51, EDI received/translated LSR at 5:49 pm EDI received/translated clarification at 6:49 pm The time the document was received in EDI at 5:49 and returned to trading partner at 6:49 meets the 1-hour turnaround time.
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM	As reported in Second Amended Exception 51, response document delayed due to a space allocation problem in a Process Library where the process that makes the EDI dataset available for the downstream systems resides. Condition corrected and data began to flow correctly.

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

## BellSouth's 3<sup>rd</sup> Amended Response:

BellSouth's findings for individual PONs have been incorporated in the above chart. In summary:

- The first 7 PONs were not flow-thru PONs; each fell for manual handling. These
  were all LNP PONs that had autoclarifications and errors, the latter of which
  resulted in their falling out to the Center for handling.
- Findings for the next 5 PONs were previously reported on in 2<sup>nd</sup> Amended Exception 51.

## **BELLSOUTH**

Florida OSS Test 3rd Amended Exception #51

Date: October 3, 2001

### **EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

### **Exception:**

KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

#### Issue:

According to Ordering measure O-6 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% of mechanized rejects to CLECs within one (1) hour of the local service request. During the production test, KPMG Consulting received mechanized rejects after the one-hour time frame.

The following are the mechanized reject timeliness results as of April 9, 2001 on mechanized rejects using the EDI interface.

	<=1. hrs				<ul><li>自然的計算的表面的目標。例如:</li></ul>	>=24 & <48 hrs	>=48 & <72 hrs	>=72 hrs	Total
Number	86	3	5	9	21	10	5	6	145
Percent	60%	2%	3%	6%	15%	7%	3%	4%	

19 Page 19 19 19 19 19 19 19 19 19 19 19 19 19				
PON	Ver	CC	LSR Sent	SEM Received
010032FPEN100003	01	9993	3/16/01 1:16 PM	3/19/01 5:55 PM
010032FPEN100002	01	9993	3/16/01 1:16 PM	3/19/01 4:50 PM
010032FPEN100001	01	9993	3/16/01 12:53 PM	3/19/01 4:21 PM
005061FPEN101001	00	9990	3/16/01 9:57 AM	3/19/01 9:58 AM
020011FPEN100003	00	9990	3/16/01 2:41 PM	3/19/01 2:22 PM
010161FPEN100001	00	9993	3/16/01 3:41 PM	3/19/01 2:47 PM
020011FPEN101002	00	9990	3/16/01 10:58 AM	3/19/01 9:49 AM
010161FPEN100002	00	9993	3/23/01 12:50 PM	3/26/01 11:33 AM
010111FPEN100001	00	9993	3/23/01 4:16 PM	3/26/01 2:29 PM
072011FPEH100002	00	9990	3/13/01 5:48 PM	3/15/01 9:53 AM

<sup>&</sup>lt;sup>1 1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

BellSouth response indicated that the LSRs associated with these orders were populated in such a way as to fall out for manual handling in the LCSC and therefore should be considered as non-mechanized orders for the purposes of the timeliness review. KPMG Consulting agreed with BellSouth's response.

#### Amended Issue:

KPMG Consulting converted Vers on table above from alpha to numeric version.

## 2<sup>nd</sup> Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the EDI interface.

	<=1 hrs	>1 &<=2 hrs	>=2.& <4 hrs	>=4 & <12 hrs		是我就是一种 李 管理会的	>=48 &:<72 hrs	>=7 2 hrs	Tota 1
Number	194	4	8	1	0	0	0	0	207
Percent	94%	2%	4%	0%	0%	0%	0%	0%	

Following is an example of PONs, which did not receive a mechanized reject from BellSouth within one hour.

PON	Ver	CC	LSR Sent	SEM Received
002071FPEN000001	00	9990	03/23/01 02:54 PM	03/23/01 05:31 PM
002211FPEJ100007	00	9990	05/16/01 04:30 PM	05/16/01 05:37 PM
005081FPEJ100001	00	9990	03/23/01 03:23 PM	03/23/01 05:31 PM
005101FPEN100001	00	9990	03/23/01 03:09 PM	03/23/01 05:31 PM
006031FPEJ000007	00	9990	03/23/01 03:13 PM	03/23/01 05:31 PM
007061FPEJ101001	00	9990	03/28/01 05:35 PM	03/28/01 08:07 PM
011061FPEN000001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
011121FPEN101003	00	9993	04/10/01 12:49 PM	04/10/01 06:38 PM
012051FPEJ001003	00	9993	04/03/01 06:48 PM	04/03/01 07:50 PM
017061FPEJ100005	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
072062FPEH100001	00	9993	03/23/01 03:09 PM	03/23/01 05:31 PM
076022FPEH101001	00	9993	05/16/01 03:30 PM	05/16/01 04:34 PM
090011FPEH000003	00	9993	03/23/01 03:32 PM	03/23/01 05:31 PM

BellSouth response to the PONs indicated that delays were due to a downstream system problem, internal volume testing and a test job picking up production orders. BellSouth implemented a system fix on March 23, 2001 and requested that KPMG Consulting begin a re-test after that date.

KPMG Consulting has reviewed response times after the March 23<sup>rd</sup> date and have listed our results below.

## 3<sup>rd</sup> Amended Issue:

During the production test of the EDI interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The Following are the mechanized reject timeliness results as from March 24, 2001 through July 16, 2001 for mechanized rejects received via the EDI interface.

11 - State of the	11/06/20/2012/06/04/19:54	<ul> <li>Louis 1917 (1986) 1. Street March 1988 (1986) 18</li> </ul>	17/07/16 (A) 4 (A) 4 (A) 4 (A) 5 (A)	R2800261-02012-0000039-01488982	Control of the Contro	>=24 & <48 hrs	1、2010年7月1日 イイトラ を発送的 (中国) をごう (中国) は一日本 (日	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total
Number	186	3	3	2	2	0	1	1	198
Percent	94								
	%	1.5%	1.5%	1%	1%	0%	.5%	.5%	

			LSR	SEM	
PON	Ver	CC	Sent	Received	Consider the Constitution of the Constitution
					LNP PON had auto clarification and
					other address validation errors that
					caused it to fall to LCSC for manual
			07/11/01		handling. This was a partial mechanized
			03:25		order and should not be included in this
068021FPEI004003	00	7125	PM	10:31 AM	exception.
					LNP PON had auto clarification and
					other address validation errors that
	:				caused it to fall to LCSC for manual
			07/02/01		handling. This was a partial mechanized
			10:15		order and should not be included in this
071051FPEI002007	00	7125	AM	12:59 PM	exception.
					LNP PON had auto clarification and
					other address validation errors that
					caused it to fall to LCSC for manual
			06/29/01		handling. This was a partial mechanized
			11:51		order and should not be included in this
071051FPEI002004	00	7125	AM	02:59 PM	exception.
					LNP PON had auto clarification and
					other address validation errors that
					caused it to fall to LCSC for manual
			06/28/01		handling. This was a partial mechanized
			12:50		order and should not be included in this
071061FPEI001008	00	7125	PM	05:12 PM	exception.
					LNP PON had auto clarification and
					other address validation errors that
			06/27/01	0.610.016.5	caused it to fall to LCSC for manual
0.510.51.51.51.51.51.51.51.51.51.51.51.51.51.	0.5	=10-	04:29		handling. This was a partial mechanized
071051FPEI000003	05	7125	PM	01:29 PM	order and should not be included in this

a deficient formators a factorial		Sai Starcingoia		STREET.	
PON	Ver	CC	LSR Sent	SEM Received	<b>-</b>
					exception.
					LNP PON had auto clarification and
					other address validation errors that
					caused it to fall to LCSC for manual
			06/26/01		handling. This was a partial mechanized
			10:13	06/26/01	order and should not be included in this
071051FPEI000003	03	7125	AM		exception.
					LNP PON had auto clarification and
					other address validation errors that
					caused it to fall to LCSC for manual
			06/01/01		handling. This was a partial mechanized
			12:24	06/04/01	order and should not be included in this
071051FPEI000003	00	7125	PM		exception.
07103111 21000003	- 00	7123	1 141	03.33 7 1141	As reported in Second Amended
					Exception 51, response document was
					delayed due to EDI system slowdown
					during internal volume testing of
			05/16/01		Production environment. When
			04:30	05/16/01	slowdown was detected, testing was
002211FPEJ100007	00	9990	PM		halted.
00221111E3100007	- 00	3330	7 141	05.57 1141	As reported in Second Amended
					Exception 51, response document was
					delayed due to EDI system slowdown
					during internal volume testing of
			05/16/01		Production environment. When
076022FPEH10100			03:30	05/16/01	slowdown was detected, testing was
1	00	9993	PM	03/10/01 04:34 PM	1
1	- 00	7775	7 141	07.571141	As reported in Second Amended
					Exception 51, response document
					delayed due to a downstream system
					test job inadvertently picking up
			04/10/01		production data. The system test job
011121FPEN10100			12:49	04/10/01	was corrected and the production data
3	00	9993	PM	04/10/01 06:38 PM	· ·
		7773	1 171	JU.JU 1 141	As reported in Second Amended
					Exception 51, EDI received/translated
					LSR at 5:49 pm
					EDI received/translated clarification at
					6:49 pm
					The time the document was received in
			04/03/01		EDI at 5:49 and returned to trading
			06:48	04/03/01	partner at 6:49 meets the 1-hour
012051FPEJ001003	00	9993	PM		turnaround time.
007061FPEJ101001	00		03/28/01		As reported in Second Amended
00,00111123101001	00	2220	03/20/01	03/20/01	Pro reported in Occord Amended

PON	Ver	CC	LSR Sent	SEM Received	BellSouth Findings
			05:35	08:07 PM	Exception 51, response document
			PM		delayed due to a space allocation
					problem in a Process Library where the
	:	1			process that makes the EDI dataset
					available for the downstream systems
					resides. Condition corrected and data
				:	began to flow correctly.

## Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

## BellSouth's 3rd Amended Response:

BellSouth's findings for individual PONs have been incorporated in the above chart. In summary:

- The first 7 PONs were not flow-thru PONs; each fell for manual handling. These
  were all LNP PONs that had autoclarifications and errors, the latter of which
  resulted in their falling out to the Center for handling.
- Findings for the next 5 PONs were previously reported on in 2<sup>nd</sup> Amended Exception 51.

## BellSouth's 4<sup>th</sup> Amended Response:

BellSouth corrected the reporting issue associated with the LNP PONs that had been classified as autoclarifications, but also had errors and had fallen out for manual handling. This was resolved on 9/24/01.

The issue of timely mechanized rejects sent via EDI is now ready for retest.